

E-01345A-05-0816

ORIGINAL



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ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM

4700

Investigator: John La Porta

Phone: (602) 740-XXXX

Fax: (602) 740-XXXX

Priority: Respond Within Five Days

Opinion No. 2005 - 48020

Date: 11/4/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Angel

Burns

Account Name: Angel Burns

Home: (602) 740-XXXX

Street: XXXXX

Work: (602) 740-XXXX

City: Yuma

CBR:

State: AZ Zip: 85364

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: XXXXX

Contact Phone: (602) 740-XXXX

Nature of Complaint:

Customer called to say that she is against APS's request for a 20% rate increase.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up her comments and place a copy in the company's docket. CLOSED.

End of Comments

Date Completed: 11/4/2005

Opinion No. 2005 - 48020

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E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 543-1111

Fax: (602) 543-1111

Priority: Respond Within Five Days

Opinion No. 2005 - 48019

Date: 11/4/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Mark

Bons

Account Name: Mark Bons

Home: (602) 543-1111

Street: [REDACTED]

Work: (602) 543-1111

City: Tempe

CBR:

State: AZ Zip: 85285

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: (602) 543-1111

Nature of Complaint:

Customer called to voice his opinion about APS's latest request for a rate increase. He feels that their pricing is very unstable, not like SRPs. He feels until they prove their stability, they should not be allowed this increase.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up his comments and enter them into the pending rate application docket. CLOSED.

End of Comments

Date Completed: 11/4/2005

Opinion No. 2005 - 48019

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: (602) 541-1111

Priority: Respond Within Five Days

Opinion No. 2005 - 48021

Date: 11/4/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Kathleen

Croll

Account Name: Kathleen Croll

Home: [REDACTED]

Street: N/A

Work: [REDACTED]

City: Gilbert

CBR:

State: AZ Zip: 85233

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to voice her displeasure with APS' request for a 20% increase in rates. She as customers, our employers do not give us an increase that high. She says if the rate increase is approved, she will not pay it and take APS to court.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up her comments and place a copy in the APS docket. CLOSED.

End of Comments

Date Completed: 11/4/2005

Opinion No. 2005 - 48021

E-01345 A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48027

Date: 11/4/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Thomas

Long

Account Name: Thomas Long

Home: [REDACTED]

Street: N/A

Work: [REDACTED]

City: Surprise

CBR:

State: AZ Zip: 85374

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to voice his opinion against APS' proposed 20% rate increase. He simply does like it one bit.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up his comments and placed in the docket for APS's rate case: CLOSED.

End of Comments

Date Completed: 11/4/2005

Opinion No. 2005 - 48027

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2005 - 48037

Date: 11/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Steve

Austin

Account Name: Steve Austin

Home: [REDACTED]

Street: N/A

Work: [REDACTED]

City: Scottsdale

CBR:

State: AZ Zip: 85254

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to voice his opinion. He says he is against the rate increase request by APS, and feels that 20% is definitely out of line.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Customer was advised that his comments would be written up and a copy placed in the APS docket. CLOSED.

End of Comments

Date Completed: 11/7/2005

Opinion No. 2005 - 48037

E-013 45A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 510-1000

Fax: (602) 510-1000

Priority: Respond Within Five Days

Opinion No. 2005 - 48055

Date: 11/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Josh

Fleenor

Account Name: Josh Fleenor

Home: (602) 705-5000

Street: 11100 N. 19th Ave.

Work: (602) 705-5000

City: Glendale

CBR:

State: AZ Zip: 85306

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Eric Fleenor

Contact Phone: (602) 705-5000

Nature of Complaint:

Customer called to say that he is against the pending rate increase for Arizona Public Service Company.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that I would write up his comments and place a copy in the docket file. CLOSED.

End of Comments

Date Completed: 11/7/2005

Opinion No. 2005 - 48055

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 254-2000

Fax: (602) 254-2000

Priority: Respond Within Five Days

Opinion No. 2005 - 48054

Date: 11/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Hubert

Fox

Account Name: Hubert Fox

Home: (602) 254-2000

Street: 20 [REDACTED]

Work: (602) 254-2000

City: Phoenix

CBR:

State: AZ Zip: 85032

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: F [REDACTED]

Contact Phone: (602) 254-2000

Nature of Complaint:

Customer called to say he is against the pending rate increase for APS. He mentioned that we gave the company a rate increase once when they built Palo Verde, but does not think the ACC should do it again.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised customer that his comments would be written down and put into the docket. CLOSED.

End of Comments

Date Completed: 11/7/2005

Opinion No. 2005 - 48054

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: (602) 542-0836

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 48060

Date: 11/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Baudelio

Marban

Account Name: Baudelio Marban

Home: (602) 743-4001

Street: 885 W. Harrison St.

Work:

City: Chandler

CBR:

State: AZ Zip: 85225

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Consumer claims rate increase is to high all at once.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed.

End of Comments

Date Completed: 11/7/2005

Opinion No. 2005 - 48060